

Preparing your property for the water connection

Guidance Notes

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**Southern
Water** 

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Step 1: Finding a plumber to lay your private supply pipe

After you've accepted the quote, paid for the water connection, and filled in your water regulations questionnaire, you will need to arrange a qualified plumber/contractor to lay the private supply pipe from your property. You can find approved plumbers in your area by entering your postcode on <https://www.watersafe.org.uk> website.

All plumbing businesses listed on WaterSafe are members of a water industry-backed Approved Contractors' Scheme in the UK, carry agreed levels of Public Liability Insurance and operate a customer complaints scheme.

Using an approved plumber will help prevent the risk of contamination of drinking water from poor plumbing practices and sub-standard products and make sure all plumbing work complies with water regulations.

Once you've found an approved plumber, they will be able to advise you on what size pipe and flow rate is required. The size will be dependent on your individual property needs and water requirements.

Who is responsible for what?

Picture 1 shows the typical layout of the pipework between your property and our water mains, and who's responsible for what. You'll be responsible for the supply pipe which runs through your private land and any internal pipework. Whereas we own and maintain the large water mains and smaller communication pipes that run in the public highway, and the water meter installed at the property boundary.



Picture 1

Step 2: Laying your private supply pipe

Using our quotation your plumber will be able to understand the size of pipework, materials, and where it should be brought to for the connection. This will need to be carried out using approved water fittings (Water Fittings Regulation Part 4 compliant) and dig any trenches as appropriate.

The underground supply pipe must be no less than 750mm below ground level and separated from other pipes such as those carrying natural gas by at least 350mm. The pipe must not be laid deeper than 1,350mm, unless in a duct. We have prepared a detailed guidelines document which you should share with your plumber to make sure all plumbing works are carried out correctly. Please see section "Developer/plumber technical handbooks".

Step 3: Requesting your site inspection

Once your private supply pipe is laid, please request a site inspection using your GetConnected account. Please note we will need at least 72 hours' notice to schedule the inspection.

Your supply pipe will need to pass this inspection before we can schedule our installation team to provide the new water connection. Our team will ensure that the supply pipes have been laid in compliance with the Regulations.

We have prepared a site inspection checklist for the inspection of your supply pipes to be passed first time. This is also included in the guidelines document for your plumber to follow.

- ✓ All obstructions must be removed to allow the inspection
- ✓ No pipes must be installed above the water pipe i.e. which will block access to it
- ✓ The site/footpath boundary is clearly marked
- ✓ Supply pipe is a minimum of 750mm deep or and a maximum of 1350mm deep.
- ✓ Duct must be cut back at the boundary and appropriately sealed
- ✓ Supply pipe must be capped and labelled with plot number (if applicable)
- ✓ Supply pipe must not cross third-party land to prevent boundary disputes
- ✓ Supply pipe is brought to a 90-degree angle from the main and at entry to the property
- ✓ Supply pipe must be in the same location to that priced for under new connections quotation
 - Can't be in a different road to that stated on the new connection's quotation
 - Must be close enough together to utilise 2/6-way manifold (if applicable)

- ✓ Supply pipe must be ducted into the building, appropriately sealed, and insulated
- ✓ An internal stopcock must be fitted
- ✓ Supply pipe must be PEB for contaminated sites or standard PE for non-contaminated

Step 4: What Happens after the Site Inspection?

Once your private supply pipe has passed the site inspection your new connection will usually be completed within 21 days. If a road closure, or private land entry is required then the connection may take up to 3 months, which will be stated in your quotation if it applicable to your project.

Following the connection, your new supply will be left live with a meter installed. From this point on you will be responsible for the bill.

If you will not be the occupant of the property fed by the supply, please request the occupant to register their account by visiting our website

<https://www.southernwater.co.uk/move-in> .

Developer/plumber technical handbooks

Here is everything your plumber/developer will need, to make sure that all technical requirements are being followed and pipework is laid correctly. Please download this guide and share it with your plumber/developer.

- Water Connections Guidance Notes <https://www.southernwater.co.uk/media/7101/water-connection-technical-guidance.pdf>